

City of Morrow

Job Description

JOB TITLE: *Conference Center Manager*

STATUS/GRADE: *Exempt/40*

DEPARTMENT: *Planning & Economic Development/Conference Center*

JOB SUMMARY: *This position is to plan, manage, supervise, coordinate, implement and monitor all employees, vendors, activities, equipment, maintenance, security, and housekeeping at the City of Morrow Conference Center. Additionally, this employee assists with marketing of new and existing business for the Center.*

MAJOR/ESSENTIAL DUTIES:

- *Meets with and performs tours of the Center for existing and potential new clients; informing them of all guidelines and costs for events, using Council approved schedules.*
- *Plans, organizes, coordinates and manages implementation to meet contractual obligations and quality customer service.*
- *Has a working knowledge of all equipment used at the Center including sound, media and A/V equipment, HVAC, heating, lighting, and building security; and ensures all appropriate staff are trained to have adequate knowledge in this area.*
- *Supervises, trains and evaluates Center employees.*
- *Works closely with the Morrow Business & Tourism Executive Director to ensure marketing of the Center.*
- *Develops, recommends and implements technical and operational procedures for the Conference Center following appropriate approval methods.*
- *Negotiates and prepares contracts with outside vendors for approval of the Planning & Economic Development Director, City Manager, Mayor and City Council.*
- *Prepares departmental budget and ensures operational costs stay within budget constraints.*
- *Supervises the financial records for the Conference Center, including but not limited to, reconciling that all financial receipts from clients agree with contractual agreements, following up with clients with late/no payment issues using effective communication skills.*
- *Ensures all revenue for the Center is appropriately managed and accounted for, with the City Finance Department.*

- *Approves for payment all appropriate invoices for supplies and services.*
- *Makes periodic written and oral, routine to complex, reports concerning the Conference Center operations and services to the Planning & Economic Development Director, City Manager, Mayor and City Council.*
- *Coordinates services with City staff as needed and appropriate.*
- *Communicates effectively both in writing and orally with all levels of individuals.*
- *Follows all City Personnel and Safety policies.*
- *Other assigned duties as assigned.*

KNOWLEDGE/SKILLS REQUIRED BY THE POSITION:

- *Knowledge of event planning.*
- *Ability to plan, implement, organize, schedule, coordinate and promote events for clients.*
- *Ability to prepare and implement Center budgets.*
- *Ability to effectively communicate with all levels of individuals.*
- *Ability to enforce City Ordinances, policies and procedures.*
- *Ability to prepare and deliver written and oral, routine to complex reports.*
- *Ability to quickly and accurately interpret established policies, goal, objectives, and guidelines and apply appropriate plans and strategies to each situation.*
- *Ability to operate routine to complex office equipment.*
- *Knowledge of A/V equipment to service the customer.*
- *Ability to maintain the Conference Center facilities, equipment, and materials in good working order and safe condition.*
- *Ability to market surrounding area to bring in business.*
- *Ability to work flexible schedules, seven days a week.*
- *Ability to supervise others effectively.*
- *Ability to review detailed information for accuracy and compliance.*

SUPERVISORY CONTROLS: *This position performs duties under the supervision of the individual designated by the City Manager or the City Manager.*

GUIDELINES: *This position works in accordance to City of Morrow Charter and all other appropriate City Ordinances, City of Morrow Personnel Rules & Regulations, the City of Morrow Comprehensive Safety and Loss Prevention Control Program, State, Federal and Local Laws, and standard recognized regulations regarding Conference Centers.*

COMPLEXITY: *Initiative and resourcefulness are necessary in performance of this position. Quick and accurate judgment is required. Judgment will range from routine to complex in nature. Must be able to distinguish between different levels of severity and act accordingly.*

SCOPE AND EFFECT: *Requires the ability to compare and/or judge the readily observable, functional, financial, structural, or compositional characteristics of data, people, or things.*

PERSONAL CONTACTS: *Contacts will typically be with the public, vendors, Morrow Business & Tourism staff, Attorney's, and City of Morrow staff.*

PURPOSE OF CONTACTS: *This position requires the ability to deal with people beyond giving and receiving instructions. This individual must be able to adapt to performing under stress when confronted with a contingency or non-routine situation.*

PHYSICAL DEMANDS: *This position must have the ability to stand and sit for long period of time, walk and climb stairs, work with dexterity and perform repetitive movements. The employee must be able to lift, push, pull and carry up to 20 lbs routinely and 50 lbs occasionally. The employee must be able to talk and hear in person and on the phone. They must have acceptable depth perception, color vision and be able to perform detailed work and use deductive reasoning.*

WORK ENVIRONMENT: *While this work is typically performed indoors in an in-door environment. Some exposure to hot, cold or inclement weather may be experienced when assignments or duties require travel or work outside of the Center.*

SUPERVISORY RESPONSIBILITIES: *This employee supervises the programs and events, vendors, and full-time and part-time staff as well as any volunteers working at the Center.*

MINIMUM QUALIFICATIONS:

- *Bachelor's degree in Business Administration, Public Administration, Event Planning or closely related area. Equivalent education and experience will be considered.*
- *Three (3) to Five (5) years experience in Management at a Conference Center or closely related facility.*
- *Experienced in marketing of Conference Centers.*
- *Ability to work varying schedules, including nights, holiday's and weekends.*
- *Valid Georgia driver's license*
- *Acceptable Motor Vehicle Report (3 years)*

PREFERRED QUALIFICATIONS:

- *Bi-lingual – Spanish or Vietnamese*